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ABSTRACT

In fall 1987, a combined schedule of the classes offered by all colleges in the San Diego Community College District (SDCCD) was mailed to continuing students as part of the mail-in registration process. A brief questionnaire was included with the registration packet, asking students for their opinions of the combined schedule and its influence on their course and college choices. Of the 11,106 students who registered by mail for the fall 1987 semester, 5,434 returned a completed questionnaire. Study findings included the following: (1) students found the new schedule to be convenient, commenting frequently that it eliminated the need to wait in line on campus and that they appreciated the greater number of class options made available to them; (2) only 2.5% had difficulty understanding the new schedule; (3) over one-third of the respondents indicated that they had looked at the course offerings of other SDCCD campuses; (4) 99% of the students who indicated that the combined schedule had influenced their choice of college campus were enrolled at more than one campus; and (5) over 90% of the respondents favored the continuation of the combined schedule. Student responses to open-ended questions are attached. (AYC)

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ED300093

EVALUATION OF THE COMBINED SCHEDULE

Fall, 1987

RESEARCH & PLANNING
San Diego Community College District
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Evaluation of the Combined Schedule

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Introduction

In the Fall semester 1985, the Board of Trustees approved mail-in registration for the Spring and Fall semesters 1986. A follow-up evaluation of the Fall semester mail-in registration process revealed that students were almost unanimously pleased with the new process. As a result, in October 1986, a docket requesting approval to continue the mail-in registration process, and for direct mailing of the college class schedule to currently enrolled students was approved by the Board of Trustees. Included in the docket was a request to produce a districtwide combined schedule of classes for students who enrolled by mail.

In November 1986, following a review of the combined schedule concept by the United Student Council, the Board of Trustees granted authority to proceed with the production of a districtwide class schedule. The first mailing of the combined schedule was initiated for the Fall 1987 semester.

The purpose of the combined schedule was to facilitate the registration process by enabling students to quickly enroll by mail at any one of the colleges as well as to be used as a marketing device for the district. Moreover, the combined schedule was perceived as a logical complement to the mail-in registration packet. This is substantiated by students' responses to a survey conducted to evaluate mail registration, Spring 1986. In the report titled Evaluation of Mail Registration, 18% of the students who responded to the mail-in registration survey indicated that they would not have registered **by mail** if they had to go to the colleges to pick up their schedules, and 30.1% of these students indicated they would not have enrolled **at all**, resulting in a potential loss of students for the district if schedules were not sent to the students' home. Administration believed that a combined schedule included in the mail-in registration packet would encourage more students to enroll in classes at any one of the District's colleges, which they might not have otherwise considered. In addition, the regular college schedule was still produced for each college to facilitate the enrollment of students.

During the planning stage, the Research Office proposed that an evaluation be conducted to assess the effectiveness of the combined schedule of classes. A brief survey was included in the mail-in registration packet. The purpose of the survey was to determine: if the combined schedule was easy to understand and reference; if students used the combined schedule to reference course offerings at more than one college; if the combined schedule influenced the students in their decision to enroll at one of the other colleges; and whether the students believed the combined schedule should be continued.

An analysis of the results of this study follows.

Methodology

Continuing students at City, Mesa and Miramar Colleges and the Educational Cultural Complex were asked to respond to a brief questionnaire included in the mail-in registration packet for the Fall 1987 semester. The questionnaire was designed to determine the effectiveness of the combined schedule of classes. The students were instructed to return the completed survey form along with their course request card to the admissions office.

A total of 11,106 students registered by mail for the Fall semester, and nearly 50% (5434) of these students returned a completed questionnaire. The proportion of students who completed a questionnaire at each college was consistent with the proportion of students who enrolled by mail at each college as illustrated below.

Combined Schedule Survey

	Students who Registered by Mail		Students who completed a questionnaire	
	#	%	#	%
City	2750	24.8%	1310	24.1%
Mesa	7204	64.9	3630	66.8
Miramar	1041	9.4	437	8.0
ECC	111	1.0	57	1.0

Analysis

Overall, the students responded enthusiastically to the new combined schedule. Students found the new schedule to be convenient, and often stated it was a time saver that eliminated waiting in line at the various colleges. In addition, the students appreciated the greater number of options the schedule made available to them in selecting their classes. However, many respondents commented that they received the combined schedule only one week before the mail-in enrollment deadline which did not allow them to make use of the document. Comments to this effect included:

- I received my schedule one week before the mail-in enrollment deadline. I would like to have more time to research and decide my schedule.
- More time should be given from receipt of information to due date if approval by a counselor is required on subjects with prerequisites.
- A combined schedule has given me more options for my schedule.
- I take classes mostly at Miramar or Mesa, so having them in one schedule is great. Now that I have City's schedule, I might go there.
- It was nice to see what was offered at other campuses.
- By combining the schedules, we now have the worst, most inconvenient schedule I have ever seen. The way it was is better.
- This combined schedule is no good. Go back to the old way.
- The new schedule including all 3 colleges is great. I have tried to enroll in more than one college before, but it is too hard to get all the schedules and to register at different colleges. This is just what we needed.
- Just have separate schedules for each college as before to avoid accidental enrollments.
- It's great to receive a class schedule at the same time the enrollment forms arrive.
- I really like how neat and orderly the combined schedule is put together. Keep up the good work.
- This is the best idea yet. Finally I can choose from one source.
- This is much better than standing in long lines.

- I consider the combined schedule a waste of paper.
- It makes the college system in San Diego more accessible.
- It is very helpful in case courses are not available at the campus originally sought. I believe it is a very good and thoughtful schedule. Thank you SDCCD.
- This saves time from going down to one of the other colleges to pick up schedules. Thank you.

The students were asked to indicate at which college they were enrolled for classes. The data indicate that many of the students enrolled at City College, Miramar College, ECC and off campus were enrolled at Mesa College as well. Nearly 16% of the students enrolled at City College, 36.5% of the students enrolled in off-campus classes and 27% of students enrolled at Miramar College were concurrently enrolled at Mesa College. Interestingly, despite the distance between ECC and Mesa College, more than 18% of the students enrolled at ECC were concurrently enrolled at Mesa College. It must be noted that very few students primarily enrolled at Mesa College were concurrently enrolled at other sites. In addition, several students commented that they were not aware they were allowed to take classes at a college at which they were not registered until they received the combined schedule.

The distribution of students registered at one college and concurrently taking classes at another college is illustrated on the following page.

Distribution of Students
Concurrently Enrolled at Other Sites

Site of Primary Registration	City	Mesa	Miramar	ECC	Off Campus
CITY	___	15.6%	1.7%	1.7%	2.6%
MESA	5.5	___	3.9	.5	2.0
MIRAMAR	4.1	27.1	___	.6	5.6
ECC	22.2	18.2	3.0	___	6.1
OFF CAMPUS	17.2	36.5	14.8	3.0	___

When asked if the combined schedule was easy to understand, the response was overwhelmingly positive. Overall, only 2.5% of the students felt that the combined schedule was not easy to understand. A slightly larger proportion of students at Mesa College responded negatively (3%) than at City and Miramar Colleges (1.4%) or ECC (1.8%). The distribution of responses to this question is illustrated below.

QUES. #2 **Did you find the new combined schedule easy to understand?**

	City	Mesa	Miramar	ECC
Yes	96.9%	95.6%	97.0%	93%
No	1.4	3.0	1.4	1.8
No Response	1.8	1.3	1.6	5.3

Some of the comments to this question included:

- The color code made it very effective for me to find courses available in different campuses. This is a very effective method for me to find classes to meet my schedule needs.
- Improve the color coding used to identify pages associated with each college.

- It should be made clearer that this has more than one college in it because the cover isn't always understood. Put dividers that stick out to prevent mishaps.
- Easy to follow; easy to enroll.
- Easy to understand but confusing when turning to one specific college in a hurry.
- Ok to combine if you can simplify it. If not, it's just too much crammed together.
- You are not consistent on reverse image on day and evening in all schedules. Mesa and Miramar are reverse for both, City is not. It would be better to be reverse image for evening alone in all schedules.
- The visual impression/format is much clearer and understandable.
- Please put the name of the school on each page.
- The 9 week/15 week sessions could have been made more clear.

When asked if they referenced more than one section in the schedule when making their course selections, approximately 50% of the students at City and Miramar Colleges, and 42.1% of the students at ECC stated that they had referenced other colleges in the schedule in selecting their classes. However, only 33.9% of Mesa College students stated they had referenced courses offered by City, Miramar, ECC, and off campus.

The students were asked if the combined schedule influenced their decision to enroll at one of the other colleges. Slightly more than 30% of the students at City and Miramar Colleges, and 35% of the students at ECC stated that the combined schedule influenced their decision to enroll in classes at one of the other colleges. However, only 19.4% of the students at Mesa College responded that the combined schedule had influenced their decision to enroll at another college. The lower response by Mesa students is consistent with the response to the previous question concerning referencing more than one section of the schedule. These data are illustrated on the following page.

QUES. #4 **Did the combined schedule influence your decision to enroll in classes at one of the other colleges?**

	City	Mesa	Miramar	ECC
Yes	30.3%	19.4%	30.4%	35.1%
No	65.4	77.7	63.8	54.4
No Response	4.3	2.9	5.7	10.5

Further analysis of the responses to question 4, "Did the combined schedule influence your decision to enroll in classes at one of the other colleges?", was conducted. A comparison of responses to this question, with the responses to the other questions in the survey, revealed that nearly 80% of the students who responded that the combined schedule influenced their decision to enroll at one of the other colleges stated that they also used the combined schedule to reference other colleges, while only 25.8% of the students who answered "no" did so. In addition, 99% of the students who stated that the combined schedule influenced their decision to enroll in classes at another site were concurrently enrolled at more than one site. Furthermore, those students who answered "yes" to the schedule influencing their enrollment decision almost unanimously (99.5%) stated they wanted to see the combined schedule continue, while 89.2% of those who answered "no" supported the continuation of the combined schedule.

Some of the comments included:

- I only have access to City College, so it doesn't matter.
- I am going to Miramar now because it is closer, but for classes not offered at Miramar, I will go elsewhere, so I think the catalog is nice.
- The subjects I need aren't at the college I've been attending. This new catalog allows me to find them easily.
- Absolutely! Some courses are offered at only one school. I'm attending both now. Very pleased. Also it helped my schedule conflict.

The students were also asked if the combined schedule should be continued. The students were overwhelmingly in favor, particularly at City and Miramar Colleges where 95% of the students responded positively. The response was only slightly less enthusiastic at Mesa College where 89.3% of the students wanted the combined schedule to continue.

The distribution of responses to this question was consistent with the distribution of responses to previous questions. For example, students at Mesa College were predominantly enrolled for classes at that college, and therefore, logically saw less of a need for a combined schedule, unlike Miramar students who often must enroll at another college to complete their program, and thus saw a greater need for the combined schedule.

Comments and Suggestions

There was a space on the questionnaire for comments and suggestions. The students made several recommendations, some of which are listed below.

- More explanation regarding ADD-DROP-HOLD fees.
- Improve the color coding used to identify pages associated with each college.
- Should have separate MAC/CAP etc... sections as before.
- I would like to have the catalog in the bookstore before the mail-in deadline.
- More time should be given from receipt of information to due date if approval by a counselor is required on subjects with prerequisites.
- More maps in the schedules.
- Please send out earlier so we have at least 2 weeks to decide.
- You should highlight the evening courses.
- Only if it keeps costs down.
- The subject index listed a course that was not in the Mesa course schedule. Explanations should have been provided.

. I am required to enroll in Apprentice Machine Shop classes that were not shown in the combined schedule.

Summary

The results of this analysis clearly illustrate that the combined schedule was a tremendous success and a much welcomed addition to the mail-in registration process. The students indicated that the new schedule facilitated the processes of selecting classes and enrolling while eliminating the need to obtain schedules from each college. Moreover, many of the students who were not aware they could enroll at more than one site were able to do so, and students who would not have otherwise enrolled for classes in the Fall enrolled because they were offered options. Nevertheless, the fact that some students had difficulty with the combined schedule should not be disregarded. The following letter illustrates one student's frustration.

> "Sirs,
>
> I enrolled in classes early. Unfortunately, I enrolled in the wrong college. I have no intention of taking classes at City College and do not intend to stand in a four-hour add/drop line.
>
> I am sending you this drop card in hopes of seeing my registration money and not dealing with the inadequate system.
>
> I hope to see separate schedules for separate colleges next semester."

It is recommended that Administration and students continually evaluate the design of the combined schedule to better facilitate the students' needs for mail-in enrollment.

Refer to appendix A for a list of comments and suggestions.

APPENDIX A

Comments to Survey Questions

COMBINED SCHEDULE

Survey Comments

- Would like to see more classes listed in the 9 week sessions.
- This semester City offered the classes and times I needed, maybe Spring Semester another college will offer other classes I need.
- It enhances my ability to select my major. The color code is a plus.
- It saved me the trip of going all the way to Mesa College to enroll.
- Confusing at first, but good idea.
- I generally pick-up a copy of the City catalog just to see what is available at City.
- At later date it might be more convenient to take a class or two at a different site.
- It should be continued due to the lack of availability and fewer classes being offered at City, and knowing what other colleges are offering.
- This entire set-up is great. Keep up the good work.
- This is the best format yet. Please continue.
- Must weigh the cost versus the increased enrollment. Students should be able to pick up schedules.
- The combined catalog is very helpful and a pleasure to read.
- It is much more convenient to be able to arrange classes from a variety of colleges. I probably would not have attended this fall had I not found the courses I needed at Mesa. City's schedule did not fit my work hours.
- Separate catalogs/schedules are easier.
- My decision was based on location.
- It made no difference to me, but it might be helpful to others in choosing classes.
- I like this mail registration. I have children and it does make it easier for me to register for college.
- Yes, it makes it easier to find out what is going on at other campuses.
- I am going to Miramar now because it is closer, but for classes not offered at Miramar, I will go elsewhere, so I think the catalog is nice.
- It's about time! They're all San Diego Community Colleges and it makes it easier than driving all over.

- Combined schedules should provide students with the opportunity to register in more than one community college.
- Thank you! I've always preferred to register at Miramar, now Mesa won't be such a chore.
- It would be most helpful to many people if more classes were offered at Miramar.
- Very good format. If there was a time conflict it would have helped in selecting other campus courses.
- I take classes mostly at Miramar or Mesa, so having them in one schedule is great. Now that I have City's schedule, I might go there.
- Fantastic!
- This semester it's not necessary, however, in the past it would have helped, and it will help me in the future.
- Although I did not enroll in classes at another college, I may in the future.
- Eventually I will take courses at Miramar and/or Mesa. Please continue this new catalog. Thanks.
- Very comprehensive and takes guessing which college offers what classes out of enrolling.
- It's great to see all the offerings and begin thinking about alternatives.
- Combined schedule makes enrolling interesting.
- A combined schedule has given me more options available for my schedules.
- I feel this schedule will be a benefit to Vocational Students and students who wish to attend more than 1 college at a time.
- This was the easiest enrollment I've had. Thanks!
- It is very helpful in case courses are not available at the campus originally sought. I believe it is a very good and thoughtful schedule. Thank you SDCCD!
- I think it is a waste of paper. Most students will go where classes are closest.
- Hoorah for the new schedule! Keep it up!
- This is much better than standing in long lines.
- Explain * prerequisites in courses other than English & math.
- As long as increased fees are not used to pay for printing.
- Easy to follow; easy to enroll.
- It's a wonderful treat. Thank you!

- I was tempted to go to both City & Mesa because it would be easier to schedule, but didn't know if that was acceptable.
- The color code made it very effective for me to find courses available in different campuses. This is a very effective method for me to find classes to meet my schedule needs.
- This is the best idea yet. Finally I can choose from one source.
- I received my schedule one 1 week before the mail-in enrollment deadline. I would like to have more time to research and decide my schedule.
- The people that can go to different campuses also have the capabilities, a car, to get the schedules.
- Looks like an e[illegible]ent system.
- I like the way you combined the schedule together. It's wonderful for me to find classes.
- A good idea for a change. This aids me in picking classes not available at City college, or at better times.
- It lets us know other options on scheduling, especially close to graduation.
- I decided on my classes before I got the packet. It will be of great help to me, however, next semester.
- I think this is a great improvement. I was going to write a letter before I saw this card.
- More maps in the schedules.
- The subjects I need aren't at the college I've been attending. This new catalog allows me to find them easily.
- Much easier than calling for different schedules to be mailed.
- It was very helpful to me as I needed only 4 courses for my degree and it helped me locate where they are offered.
- More time should be given from receipt of information to due date if approval by a counselor is required on subjects with prerequisites.
- Seeing them all in one gives you a better outlook on times and places to help you make a decision.
- I like coming in person to enroll for class.
- This years class schedule enabled me to find the class that would work with my work schedule.
- One suggestion: Giving directions to get to each of the colleges would be better than just one college.

- Absolutely! Some courses are offered at only one school. I'm attending both now. Very pleased. Also it helped my schedule conflict.
- I think this is the best schedule I have ever seen. It is going to save $ for the college and the students.
- I plan to switch to Mesa because of their great selection of class times I would not have known about without the combined schedule.
- I like the combined schedule a lot, but the registration form is confusing with all the small pages and the envelope is too small.
- Instead of having alternate classes only; how about alternate schedules too so alternate classes won't conflict with original classes.
- Thanks for deadline extension.
- Indifferent.
- Good idea for people with business schedules.
- You should make it easier to find out what the prerequisites are.
- Would not have attended City this semester if not for package.
- Variety is efficient. It meets the most needs.
- Subject index on pg. 1 is great for students with main objectives. They know which campus offers what they need.
- Combining the schedules is OK, just simplify the registration form.
- Should have separate MAC/CAP etc... section as before.
- I would say it's a more economical way. A great idea.
- A schedule where majors are combined instead of by campus would be easier.
- I would, however, like to have the catalog in the bookstore before the mail-in deadline.
- It makes the college system in San Diego more accessible.
- Still need schedule from each due to references in the combined schedule.
- Instructions were simple yet concise, easy to follow.
- The other schools are too far for me to care driving to.
- Not hard to understand, but more trouble than it's worth!
- Had this not have been a combined schedule, I may not have found the course I am enrolling in.
- To take different classes, it is hard to do without a catalog, plus there aren't any in the bookstore.

- Very helpful. If not for transportation problems I would've taken classes outside, other than at City College
- I really like the old schedule better.
- I'm leaving so it doesn't matter what you do. Starting classes Sept. 14 is a terrible idea.
- More explanation regarding ADD-DROP-HOLD fees.
- I am on vacation in MI. and was able to register from here. Thanks.
- I have always attended Mesa & have no interest in the other colleges. I prefer to look thru the Mesa catalog only. I had to keep checking to make sure I was enrolling at the right college.
- Must have cost a fortune, but if it pays off, use it.
- I like registration coming in mail, very easy, very quick. Would like verification to come back just as quickly.
- I consider the combined schedule a waste of paper.
- I thank you very much for reminding me to register. If not for the mail-in registration, I would have forgotten.
- I found it very helpful. I have never looked into the other colleges.
- Great. San Diego Education in one place, like the yellow pages of knowledge.
- Need **bold letters** at the top of each page (college, location, etc....)
- Mail-in registration is great because it eliminates the problem of waiting in long, slow lines; but picking up a class schedule doesn't seem to be a problem requiring a solution.
- Getting a little more organized. Now need American (English) speaking, friendlier and larger personnel to assist students.
- Money shouldn't be spent on that sort of thing. Schedules are already available to people who are interested.
- Should be combined with a small course description.
- Combined schedules are great for the college office personnel. Next time be sure to print enough for the offices. Too expensive as it was done this year.
- For better continuity in scheduling; I feel it would be advantageous for the students if the area colleges had the same registration deadlines.
- Yes, I think you will get a lot less phone calls about classes at different colleges. It's very helpful to have all information at finger tips.
- I don't have to carry 4 schedules any more, I have 4-in-1 schedule now. Thank you.
- I can't find an address for City College in the catalog (zip) or so far, an information phone number.

- Yes! Great idea; less time spent cross referencing, less money, postage & trees wasted. Please continue - more concise.
- Trying to get husband back into school. Convenient schedule.
- Gives overall view of locations & times which fit individual needs.
- I would have liked to have had the combined schedule during the summer sessions. It covers the G.E. courses easier.
- Coordinating 17 units into my schedule is tedious enough without having to choose 3 different JC's.
- This is a very effective way to get young students interested.
- Last year's registration was a good experience. I think you should leave it alone! Also, changing the file date is confusing.
- It's interesting, but not necessary. A little confusing and unsuitable.
- Why would I need the other colleges schedules if I want to attend the college in my area.
- The combined schedule allows me to see how few classes you offer compared to the catalog. Please get the act together.
- Great! It shows all courses offered in my degree subject at all possible locations.
- I show friends who are interested in attending a community college. They can easily compare campuses.
- The schedule that was mailed out was different than what the counseling office had. A bit confusing when calling in to ask questions regarding schedule.
- If you only want one campus, you could make a mistake with the CRN number.
- Very convenient for those of us looking for the class time best suited to our schedules.
- I'm very disappointed at the Engineering courses. There were few and the times were very inconvenient.
- Counseling at Mesa is far less than adequate. Hope you can check computers for prerequisites already taken.
- I initially signed up for the wrong college.
- It should be made clearer that this has more than one college in it because the cover isn't always understood. Put dividers that stick out to prevent mishaps.
- It's an invaluable reference guide especially for family members who must attend different colleges and need schedule information.
- The combined catalog is very convenient, but a table of contents is needed. Also a course scheduling worksheet is needed.

- I've been attending Mesa off and on for seven years. I find this type of registration absolutely terrific!
- Really confusing when trying to find a course number fast.
- Saves time and is very convenient.
- Perhaps you could find some money to mail catalogs to or send them to those who request one and allow students to pay for them using this system.
- OK to combine if you can simplify it. If not, it's just too much crammed in together.
- If placement level scores are shown on course request card, we should not have to go in for counselor signature.
- It is just as easy to use as the old schedule.
- I would like to see an information page with hours and phone #'s for Mesa like page 6 for City College.
- Great how materials were packaged. Hope classes are not first mail, first served considering I was one of the unfortunates to receive materials late.
- The schedule made me think about taking classes at another campus in the spring.
- Wonderful! I've been waiting years for this.
- Get the deadlines straight so you don't have to mail out extra envelopes and waste money.
- The only thing I don't like about it is that it's hard to keep in one college section; poor division.
- Thanks for changing "H" for Thursday back to "TH".
- I'm sure other students would benefit from having a combined schedule too.
- The only problem I see is that the six-week classes are not shown.
- I've been going to Mesa for over two years and I've never found in the registration who to make the check out to.
- Efficient, practical and easy to use.
- Instead of putting old data in upper right corner of course request card, why don't you put prerequisite grades so I won't have to go get counselors signature.
- I didn't know that classes could be taken at two CC's at once.
- Seems kind of expensive for you.
- Your decision should be that which minimizes expenses to the students.
- I like being able to survey the options before deciding. I also like the graphics. Nice work!!

- It will be better if you include the short term period & the MAC of each college in that combined schedule.
- Need better explanation of parking fees pertaining to ECC and Off-Campus.
- Sometimes the only problem was that I sometimes found myself in the wrong school section.
- Please include information on TV classes.
- The Add/Drop mechanism needs to go to a mail system otherwise this doesn't serve a purpose.
- I think this is the best thing that has happened since making the semester end in January instead of December.
- Even though it was clearly stated, it was hard for me to understand that I could register at any campus via mail.
- Very good idea. I had not thought about alternatives in the past.
- You are not consistent on reverse image on day & evening in all schedules. Mesa & Miramar are reverse for both, City is not. It would be better to be reverse image for evening alone in all schedules.
- If you continue it, please use different colored pages for each college instead of a small color tab.
- The night classes seemed to appear in each section and in the back. Does the introduction point that out?

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